

Genuine Comfort Countertop Microwave Ovens

Genuine Care Countertop Microwave Warranty

1 YEAR FULL UNIT REPLACEMENT

REPLACEMENT COVERAGE ONLY - NO LABOUR OR PARTS COVERAGE

SAVE THIS CERTIFICATE.

BEFORE REQUESTING WARRANTY SUPPORT - Carefully read your instruction booklet. If your microwave is not operating as expected, contact the company you purchased the microwave from or contact Genuine Comfort directly at warranty@genuinecomfort.com or 1-866-233-4022. When requesting warranty support, have the model number, serial number, date of purchase, proof of purchase and a description of the problem available. This is a replacement-only warranty. Labour, diagnosis, repair and service costs are not reimbursable under this warranty.

ESTABLISHING PROOF OF PURCHASE DATE - For warranty purposes, it is the customer's responsibility to provide proof of purchase. If proof of purchase cannot be provided, the purchase date on file connected to the provided model and serial number will be used. Retain your bill of sale or invoice as proof of purchase.

LIMIT OF LIABILITY - The aggregate of all coverage and benefits paid or payable under the microwave warranty shall not exceed the original price paid for the product. If the product is replaced in its entirety, the maximum liability under this warranty will be reached.

1 YEAR FULL UNIT REPLACEMENT - During the first year from the original purchase date, a microwave with a covered product failure will be replaced, subject to Genuine Comfort warranty approval, with an equal or greater value microwave based on product availability. This warranty provides replacement coverage only. Labour, service calls, diagnosis, repair, parts reimbursement, removal, installation and reinstallation are not covered.

Items NOT Covered Under Genuine Care Warranty Coverage:

1. Service calls or labour hours that are to instruct the user on how to use the microwave.
2. Labour, service call, diagnosis, repair, removal, installation or reinstallation charges of any kind.
3. Electrical work outside of the microwave, including outlets, wiring, breakers, circuits, or correction of an improper electrical supply.
4. Cleaning, routine maintenance, odour or stain removal, or correction of food spills and buildup.
5. Damage caused by improper installation or placement, inadequate ventilation or clearances, abuse, misuse, neglect, improper cleaning, or operation contrary to the Operation Manual.
6. Damage caused by incorrect or unstable power supply, power failures or surges, lightning, or electrical connections not permitted by the Operation Manual.
7. Failures due to accident, fire, flood, water intrusion, impact, rust, corrosion, pests, or other external causes.
8. Damage caused by cooking practices, containers, utensils or materials used contrary to the Operation Manual, including arcing or fire caused by non-microwave-safe items.
9. Cosmetic damage after delivery, including scratches, dents, discoloration or surface damage that does not affect operation.
10. Loss, breakage or damage to removable accessories, including the glass tray or roller ring, caused after delivery unless determined to be a manufacturing defect.
11. Unauthorized modifications, disassembly, alterations or repairs to the microwave.
12. Removal, modification, bypass or damage to the power cord, grounding features, door interlocks, door latch or other safety devices.
13. Diagnostics, repairs or service performed by persons not authorized by Genuine Comfort.
14. Utility costs, food loss or spoilage, property damage, or other incidental or consequential expenses arising from microwave use or failure.
15. Microwaves where the model or serial number identification has been tampered with, altered or removed.
16. Damage resulting from failure to perform routine cleaning and maintenance as specified in the Operation Manual.